

**QUALITY CONTROL
INSPECTOR
WG-7002-06**

HOUSEHOLD GOODS

QUALITY CONTROL INSPECTOR (PACKING)
WG-7001-06

INTRODUCTION

This position is located in the QOL Department, FSC Division, Personal Property Branch, , Naval Air Station, Lemoore, CA. Incumbent is responsible for inspection services, carrier/contractor performance control review and verification of personal property and privately owned vehicle loss/damage claims. Its purpose is to inspect incoming, outgoing, and storage shipments to insure compliance with Department of Defense, Interstate Commerce Commission, and California Public Utilities Commission tariffs, policies and directives regarding the proper practices to be used in preparing, handling, and movement of personally owned household goods and effects. Service is provided for all eligible Navy, Marine Corps, Army, Air Force and civilian personnel residing in Kings, Tulare and Fresno counties.

TYPICAL WORK PERFORMED

Performs daily schedule and intermittent emergency personal property inspections of: (1) Domestic and overseas inbound, outbound, temporary and non-temporary storage and Direct Procurement Method (DPM) shipments to assure commercial firms comply with the regulatory requirements to pack/unpack, containerize, mark, inventory, load/unload, provide adequate protection and transportation equipment. (2) Agent/carrier/contractor warehouse facilities and equipment to insure administrative, safety and security provisions are adequate to protect goods in storage. (3) Owner's property designated for shipment to insure that no contraband, hazardous, or otherwise prohibited items are included, and that eligible professional books, papers and equipment are properly segregated. (4) Damaged property to ascertain extent of loss/damage, establish cause and responsibility, document findings and provide photographs.

Performs as liaison contact between owner and commercial firms while goods are prepared and during loading and storage to protect the owner and the Government's vested interest. Assures owner has properly prepared goods for shipment and has segregated individual shipments to preclude misloading. Advises owners of their rights, responsibilities, and need to report suspected deficiencies. Verifies necessity for any "Special Service" requested by the owner of commercial firm. Cautions owner regarding use of accessorial services certification i.e., to assure that services were provided and that Loss/Damage is noted. Explains the procedure and need for prompt reporting and submission of claims for Loss/Damage. Explains the carrier evaluation program and the importance of timely, complete details of unsatisfactory service, and presents evaluation form to be used.

Observes a portion of the actual packing/unpacking; Loading/Unloading and storage operations for as many shipments as possible. Inspections are conducted at residence, warehouse or storage locations and are scheduled so that each carrier and each mode/method of shipment are regularly reviewed. Check to insure that: Type, Size, Condition and Quantity of cartons/containers are adequate and efficiently utilized; packing materials are proper, clean and provide adequate protection; appliances are serviced/deserviced; van interiors are clean and van is in good operational condition, that clean pads, blankets are utilized; inventory is correctly prepared; goods are protected during inclement weather; and carrier personnel are qualified, efficient, courteous and responsive to owner's needs. If a situation warrants, suspends any operation in progress and intercedes to assist owner/commercial parties to reconcile deficiencies or disagreements. Alerts superiors so that a coordinated resolution is decided on prior to committing a course of action.

Periodically monitors carrier/contractors weighing procedures in process at commercial scales and is present whenever possible to view reweighs. If illegal acts, i.e., "Bumping weights" is observed, or weight tickets appear altered reports suspected violation for investigation. When possible directs carrier to again weigh shipment and assure scales are regularly inspected for accuracy and that only authorized personnel operate scale.

Inspects, along with Regional Management Office Personnel, each new commercial temporary/non-temporary storage warehouse facility to insure building construction and equipment provide complete protection of property, and sufficient, qualified personnel are available for effective control. Reviews fire protection system; devices and plan; building security devices and alarm system; building construction adequately protects goods from damage by weather conditions; and devices for insect/rodent control. Based on observations, recommends on approval/non-use disapproval of warehouse. Periodically reviews each approved warehouse to assure facilities remain adequate, and meet good housekeeping specifications. If violations are evident, instructs warehouse owner to take immediate corrective action and, if condition warrants, recommends temporary suspension of facilities until correction is made. Documents and advises superiors of deficiencies. Complete/enter various quality control reports into the Transportation Operational Personal Property Standard System (TOPS), based on inspection observations, citing violations noted which are attributed to either owners, agents, carriers, contractors or warehousemen. Submits production reports.

Performs other miscellaneous duties as required.

KNOWLEDGE AND SKILLS

A comprehensive knowledge of Federal (ICC) and State (PUC) policies and rules which may apply to regulate and control the commercial moving industry; the provisions of various Government regulations/directives; carrier tender of service; non-temporary storage and packing contracts; and commercial practices and methods involved in preparation and shipment of household goods.

Ability to analyze numerous, detailed packing/packaging specifications.

Ability to cope with stressful situations, to respond quickly, to conciliate and to determine proper corrective action.

Licensed to drive a ½ ton pickup truck and hold a valid California Motor Vehicle Operator license.

Ability to use instant print camera equipment and accessories for outdoor/indoor photographs.

Ability to communicate orally and to read and write effectively.

Ability to operate a personal computer

RESPONSIBILITIES

Supervision, control, deadlines, reporting formats and administrative guidance and instructions which concern the broad objectives and expected results are provided by the Quality Control Section Supervisor. Detailed review of the work is not feasible because of the very nature of the work. Reports

are reviewed for accuracy and format. When significant service deficiencies occur, incumbent consults with supervisor for assistance in determining the proper course of action. Incumbent is responsible to accomplish duties in such a manner as to assure the local moving industry provides timely, high quality services. During situations where emotions and stress create conflict between parties, incumbent must exercise personal restraint, perform decisively, and tactfully approach the participants to correct the problem and to restore good relations to minimize the disruption.

PHYSICAL DEMANDS

Daily driving of a government pickup truck within a radius of 100 miles, frequently entering or leaving vehicle. Works at a rapid pace in order to cover areas where work is being performed. Frequently required to walk, bend, climb, stoop, and kneel. May occasionally be required to pull, turn or lift heavy containers or furniture items.

WORKING CONDITIONS

Working is normally performed indoors when checking shipment loading/unloading, which requires exposure to prevailing weather conditions. Exposed daily to normal hazards incident to motor vehicles operations, drafts and poor lighting. Occasionally encounters stressful conditions.